



**STEPHEN P. TEALE DATA CENTER
CUSTOMER RELATIONS DIVISION**

SERVICE STANDARDS AND SERVICE LEVEL OBJECTIVES (SLO)

INTRODUCTION

This document defines the partnership parameters between the Teale Data Center, hereinafter referred to as Teale, and the customer. Our goal is to jointly create a satisfactory partnership that will result in fulfillment of the agreed-upon service levels.

The Service Standards and SLO contain the following sections:

- **Section 1: General Provisions**
 - 1.1 Data Center Obligations
 - 1.2 Customer Obligations
 - 1.3 Exclusions
 - 1.4 Help Desk
 - 1.5 Escalation Procedures
 - 1.6 Enterprise-wide Data Recovery
 - 1.7 Additional Services
- **Section 2: Service Availability**
 - 2.1 Systems Services
 - 2.2 Maintenance Policies
- **Appendix A – Primary Contact Information**

SECTION 1: GENERAL PROVISIONS

Teale is committed to achieving reliable and predictable enterprise-wide systems availability as documented in Table 2, Systems Services/Availability, on page 7. All services are provided at published rates.

1.1 DATA CENTER OBLIGATIONS

Teale obligations are to:

- 1.1.1 Provide IT services with technology planning to help identify and support the business processes that each customer utilizes to perform its critical functions.
- 1.1.2 Process end-user requests for technical support of enterprise-wide systems and local services.
- 1.1.3 Maintain the appropriate licenses for all enterprise-wide systems, which include hardware operating systems, application software (if applicable), security systems, and software licenses for all systems and services. Each customer is responsible for maintaining software licenses for systems or applications owned and/or maintained by the customer. See Customer Obligations below.
- 1.1.4 Meet with the customer, as needed, to resolve project/service priority conflicts.
- 1.1.5 Provide advance notice to client contacts of planned service interruptions, except in emergency situations that require immediate action. Customer contacts will be the Customer Relations Representatives of the Customer Relations Division, unless otherwise designated by the client.
- 1.1.6 Participate with the customer to explore appropriate responses to requirements imposed by control agencies in matters related to Teale infrastructure technologies.
- 1.1.7 Be responsible for measuring and reporting its performance regarding the SLOs listed below. Teale will also schedule and chair a quarterly meeting to review actual performance for the previous quarter as compared to established SLOs.
- 1.1.8 Provide an opportunity to meet with the customer for the review and update of this SLO.

1.2 CUSTOMER OBLIGATIONS

Customer obligations are to:

- 1.2.1 Establish and maintain an Interagency Agreement (IAA) with Teale.
- 1.2.2 Make every effort to comply with Teale's policies, procedures and standards. Customer's inability or failure to cooperate with Teale in the resolution of a problem may impact overall systems performance.
- 1.2.3 Plan, design, implement and maintain its IT environment (desktops and LANs) in a manner consistent with statewide standards.

- 1.2.4 Provide end-user support for their information technology infrastructure and applications, unless otherwise specified in this SLO.
- 1.2.5 Maintain appropriate licenses for the systems or applications owned or maintained by customer.
- 1.2.6 Maintain the appropriate desktop software licenses and customer access licenses for the enterprise services obtained through Teale, unless otherwise identified in this SLO.
- 1.2.7 Appoint a primary contact(s) as the technical interface with Teale. The primary contact will be the liaison responsible for requesting services and support. The customer may, in emergency circumstances, designate alternate staff to perform this function.

If the customer perceives incident response or resolution service fails to meet this SLO, the customer may contact their Teale Customer Relations Representative to discuss measures to help ensure more successful incident resolution.

1.3 EXCLUSIONS FROM THE SLO

Teale will not provide support for:

- 1.3.1 Unlicensed and/or shareware products.
- 1.3.2 Maintenance of customer access licenses, unless otherwise identified in this SLO.
- 1.3.3 Products which do not comply with statewide and/or Teale IT standards. (See Customer Obligations, 1.2.1 and 1.2.2.)
- 1.3.4 Additions or modifications to IT systems that could potentially compromise system security or integrity of the Teale environment.
- 1.3.5 Any equipment that is not owned or leased by the State.
- 1.3.6 Functions or business processes not directly related to the maintenance and support of Teale information technologies.
- 1.3.7 Desktop personal computers or office local area networks (LANs), except those under a separate consulting services agreement with Teale.
- 1.3.8 Equipment where such support would void or negate existing warranties or support contracts.
- 1.3.9 Actions related to IT systems, where such actions would constitute a violation of law or statewide or Teale policies and/or procedures.
- 1.3.10 Hardware equipment and or software products residing on customer premises, except under a separate consulting services agreement with Teale.

1.4 HELP DESK/PROBLEM TICKET PROCESS

Customers must direct their calls to the Teale Help Desk staff, who will open a ticket and assign it to the appropriate support unit. They will track the open ticket until it is 'Closed.' Help Desk staff is available 7 days a week, 24 hours a day. Technical support staff is available by pager after normal business working hours and on the weekends to respond to Severity Level 1 and Level 2 problems.

1.5 ESCALATION PROCEDURES

Teale maintains problem severity levels according to customer business requirements and categorizes problems based on severity in accordance with the following table:

SEVERITY LEVEL TABLE

Category	Definition	Meantime-to-Repair	Status Interval
Severity Level 1	Major hardware/software system down	4 hours	Every half-hour
Severity Level 2	Customer unable to process	4 hours	Every hour
Severity Level 3	Using secondary or backup resources	Daily or agreed timeframe	Twice daily
Severity Level 4	Customer requesting advice	Per agreement w/customer	Once daily

TABLE 1

When incidents are reported, the appropriate resources will be assigned to resolve the incident based on severity. The Help Desk will escalate the incident to external support services (e.g., vendors, consultants, etc.) when it is determined that internal resources have been exhausted and the situation warrants escalation.

If resolution is not completed within 4 hours, Help Desk management will assess the need for additional resource allocation.

If resolution is not completed within 24 hours, or the next business day, Help Desk management will use its best efforts to contact the customer to discuss incident status and any further action required.

1.6 ENTERPRISE-WIDE DATA RECOVERY

Teale performs systematic backups of all data maintained on the Enterprise-wide Systems under its management.

Teale contracts with an external service provider for off-site storage of enterprise systems backup data tapes. The service provider will respond within two hours to service requests initiated by Teale for delivery of data tapes.

Teale may require up to an additional 4 - 16 hours to recover data from tape and restore services to the requesting customer.

The customer is responsible for determining whether a data recovery request falls within the special or critical service levels.

Requests for data recovery on all supported system platforms should be directed to the Help Desk.

1.7 ADDITIONAL SERVICES

Additional charges may apply to services negotiated beyond the scope of this SLO document.

SECTION 2: SERVICE AVAILABILITY

2.1 SYSTEM SERVICES

Some components of the Information Technology (IT) environment described in this document are beyond the control of Teale, resting with third-party vendors and/or with the customer organization. Service levels with vendors providing component services are negotiated through contracts and managed through escalation procedures. To foster a satisfactory partnership, Teale will make every effort to inform customers of changes to Teale's portion of the IT environment. We encourage our customers to involve Teale in their planning processes at the earliest possible stage. This will allow Teale to leverage state resources to the mutual benefit of both parties and other state programs.

Teale will use its best efforts to ensure reliable and predictable enterprise-wide systems to achieve the highest availability goals for all system services¹. Teale services availability applies to systems, subsystems and the network. Various components over which Teale has no control may cause customers to experience less than the stated availability goals. Teale will use its best efforts to ensure acceptable functionality for critical business functions at the time(s) these resources are required pursuant to the following table:

SYSTEMS SERVICES/AVAILABILITY

Systems Services	Goals	Scheduled Maintenance
Mainframe - MVS	99.9%	5 hrs/weekly 9:00 PM Sunday to 2:00 AM Monday
Mainframe Test & Development	99.9%	2 hrs/weekly 7:00 to 9:00 PM Sunday
Mainframe – AIX	95.9%	Based on customer needs
Mid-Range UNIX, NT, Web	98.5%	Based on customer needs
Telecommunications Network	99.5%	SNA equipment Thursday 5:00 AM to 6:00 AM; CSGnet Sunday 5:00 AM to 7:00AM (Note: Telecom vendors' scheduled maintenance windows vary by vendor.)

¹ Availability is defined as actual processing time with preventive maintenance, scheduled downtime, and idle time extracted from the percentage calculations. Once actual processing time is calculated, then unscheduled down time is subtracted to determine the basis for the percentage calculations.

TABLE 2

Routine system/software and/or hardware upgrades and maintenance for the above services are routinely performed to ensure reliable service and high availability.

Specific requirements to achieve availability goals may require additional costs for failover/redundancy.

2.2 MAINTENANCE POLICIES

Teale will use its best efforts to ensure predictable service availability and reliability. To maintain optimum performance of the department's enterprise-wide IT services, Teale's policy is to perform maintenance during scheduled periods.

The Help Desk should be contacted as soon as possible if the scheduled maintenance poses a conflict with planned customer activities. Upon such notice, all parties will work to arrive at an agreeable solution.

2.3 EMERGENCY MAINTENANCE

There may be situations that require emergency down time for Teale's enterprise-wide systems. Emergency maintenance will be conducted when Teale services have failed without warning or the security and/or operational integrity of a Teale service is faced with an imminent risk of failure.

When possible, Teale's e-mail subscribers will receive an electronic announcement of emergency maintenance prior to the emergency service interruption. The announcement will include an abbreviated overview of planned activities and potential service interruption.

During emergency maintenance periods, some or all of the Teale services may experience temporary interruptions.

APPENDIX A - PRIMARY CONTACT INFORMATION

PURPOSE

The contact information below is intended to help facilitate the timely and appropriate generation, collection, dissemination, storage and ultimate disposition of information valuable to the customer and Teale.

TEALE DATA CENTER CONTACTS

Name	Phone	E-Mail
Help Desk	(916) 464-4311	DCHELPME@ teale.ca.gov
Customer Relations Division	(916) 464-3712	N/A

CUSTOMER CONTACTS

Name	Phone	E-Mail
Help Desk/Primary Contact		